

Courtesy Berm Relocation and Snow Hero Program Discussion



Photo Credit: Nelson Hochberg



Courtesy Berm Relocation Program - Overview

- PROSE manages and performs the service
- Relocation of snow berm in the right of way for driveway access
- Occurs after Public Works has plowed the street which creates the berm
- High level of communication





City of Flagstaff
Parks, Recreation, Open Space and Events
(PROSE)
211 W Aspen Ave
Flagstaff, AZ 86001

**APPLICATION
For
COURTESY
SNOW BERM RELOCATION**

Applicant Name (disabled person)	Email	Primary Phone	May we text you snow related info? Y <input type="checkbox"/> N <input type="checkbox"/>
Applicant Address			
Do you have multiple driveways? Y <input type="checkbox"/> N <input type="checkbox"/> Please specify which driveway is your PRIMARY ACCESS (City can only clear Primary access):			

Physically Disabled* – Medical Certification must be completed by an authorized medical professional. Applicant must have one or more of the following conditions.

- Unable to walk 200 feet without stopping to rest.
- Unable to walk without help from another person or a brace, cane, crutch, wheelchair or other prosthetic or assistive device.
- Lung disease with forced respiratory, expiratory volume for one second, if measured by spirometry, is less than one liter, or the arterial oxygen tension is less than 60 mm/hg on room air at rest.
- Uses portable oxygen.
- Cardiac condition with Class 3 or 4 functional limitations as by American Heart Association standards
- Arthritis

*Conditions as per the MVD disability placard application
azdot.gov/sites/default/files/license-plates/96-0104_individual.pdf

Medical Certification			
Health Professional Name	Phone	Fax	
Facility Name			
Mailing Address	City	State	Zip
I certify that the applicant has one or more of the conditions listed above and for that reason is: <input type="checkbox"/> Permanently Physically Disabled (Medical Cert must be on file and residency affirmed ANNUALLY) <input type="checkbox"/> Temporarily Physically Disabled (Service expires at the end of the current snow season)			
Health Professional Signature		Date	

Applicant

I have read this form and agree to comply with all the requirements for the Snow Berm Relocation Service.

Applicant Name	Applicant Signature	Date
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***Please visit: www.flagstaff.az.gov/4679/SnowBermRelocationAssistance
for program details and FAQs**

For questions not answered in the FAQ, or to submit your application electronically:

PROSEinquiry@flagstaffaz.gov

Eligibility Criteria

- Residences within city limits
- Permanent or temporary medical condition
- Application certified by medical staff

<https://www.flagstaff.az.gov/4679/Snow-Berm-Relocation-Assistance>

How does PROSE manage this process?

Each August, the PROSE team contacts all Courtesy Berm Relocation households from season that just ended

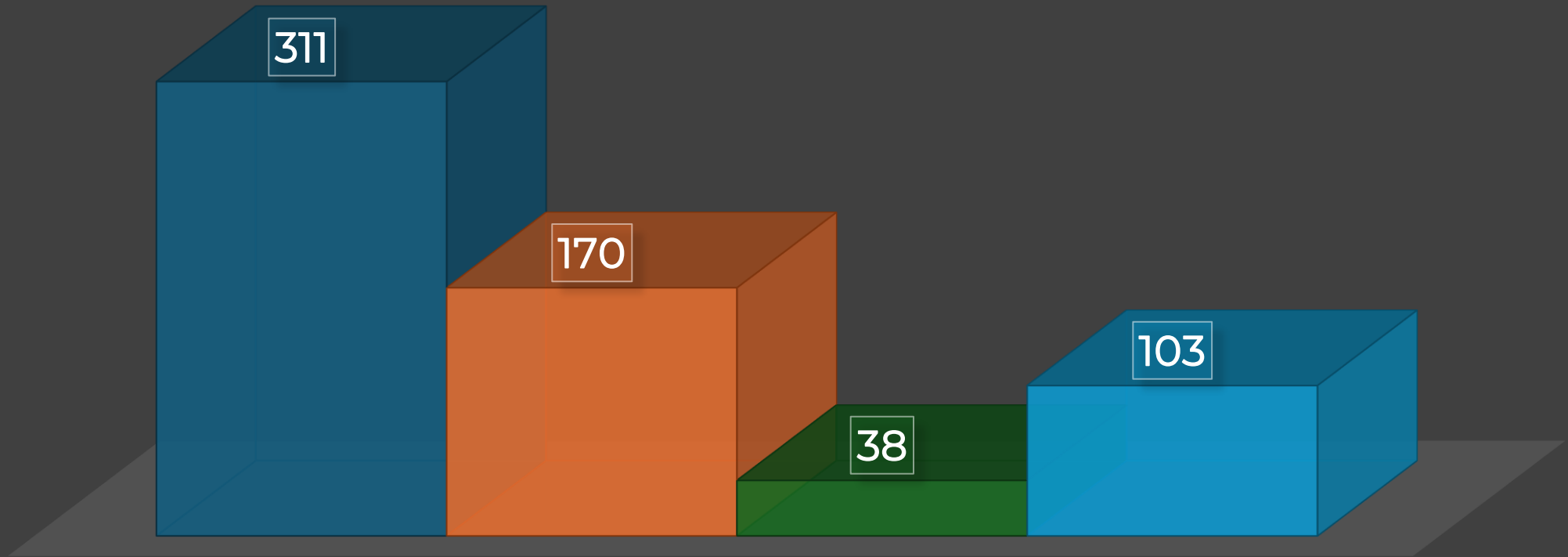
Each October, the list is managed based on those phone calls, emails and connections with the households

Temporary residents are removed at the end of the needed duration

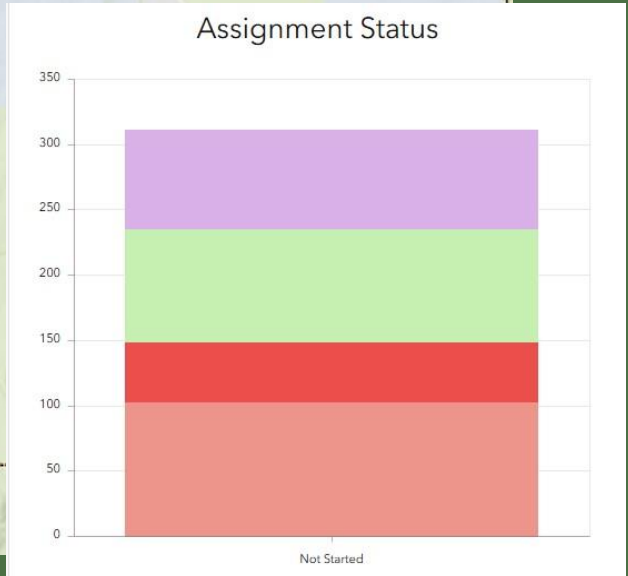
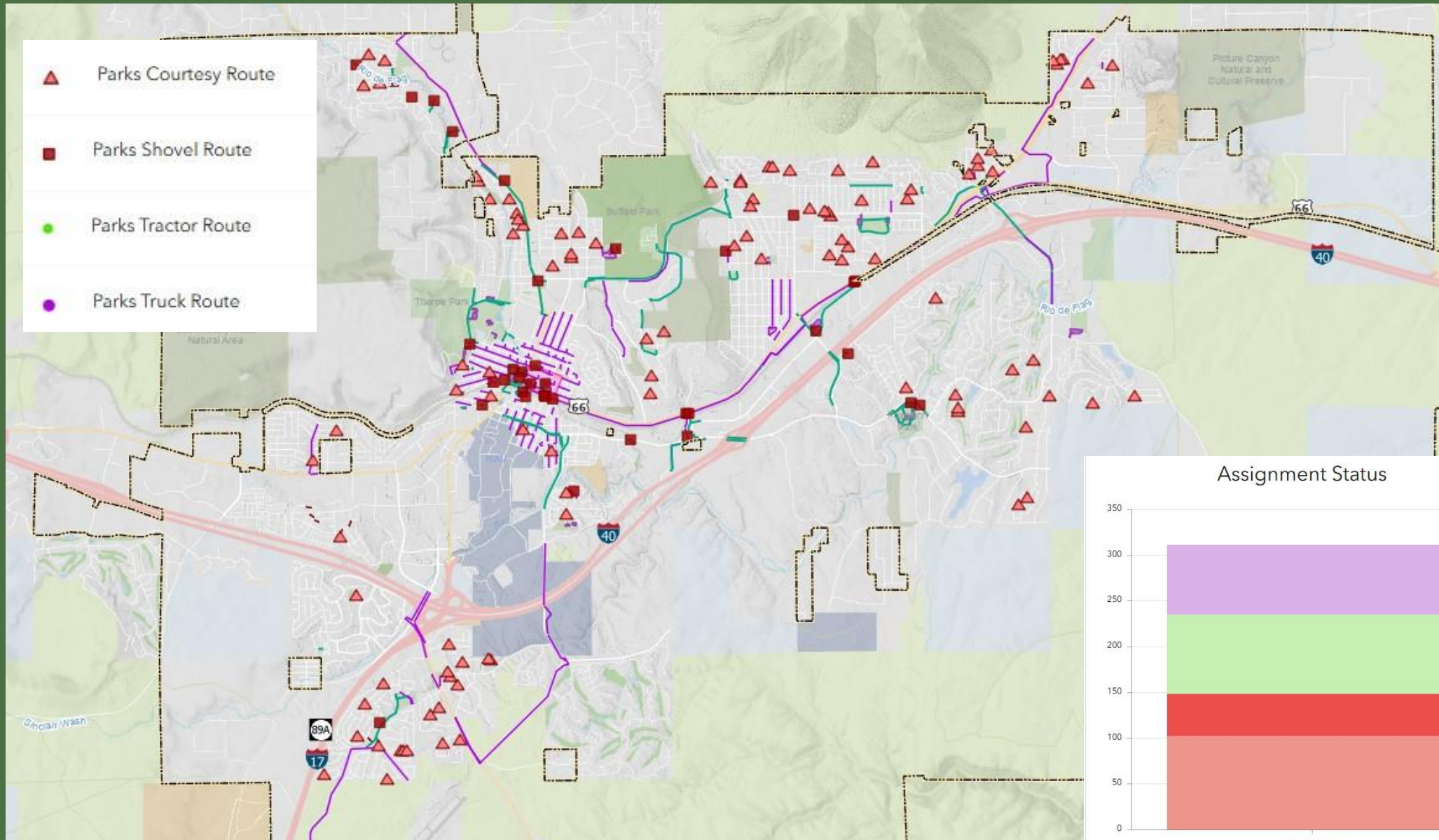


PROSE SNOW ASSIGNMENTS

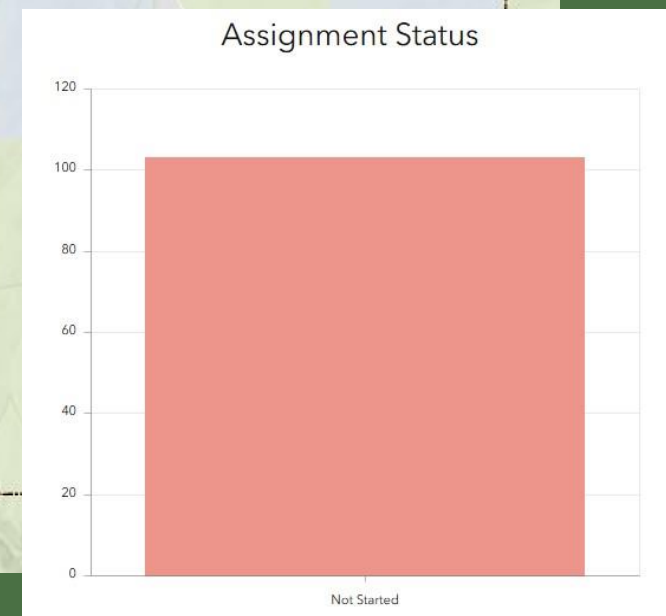
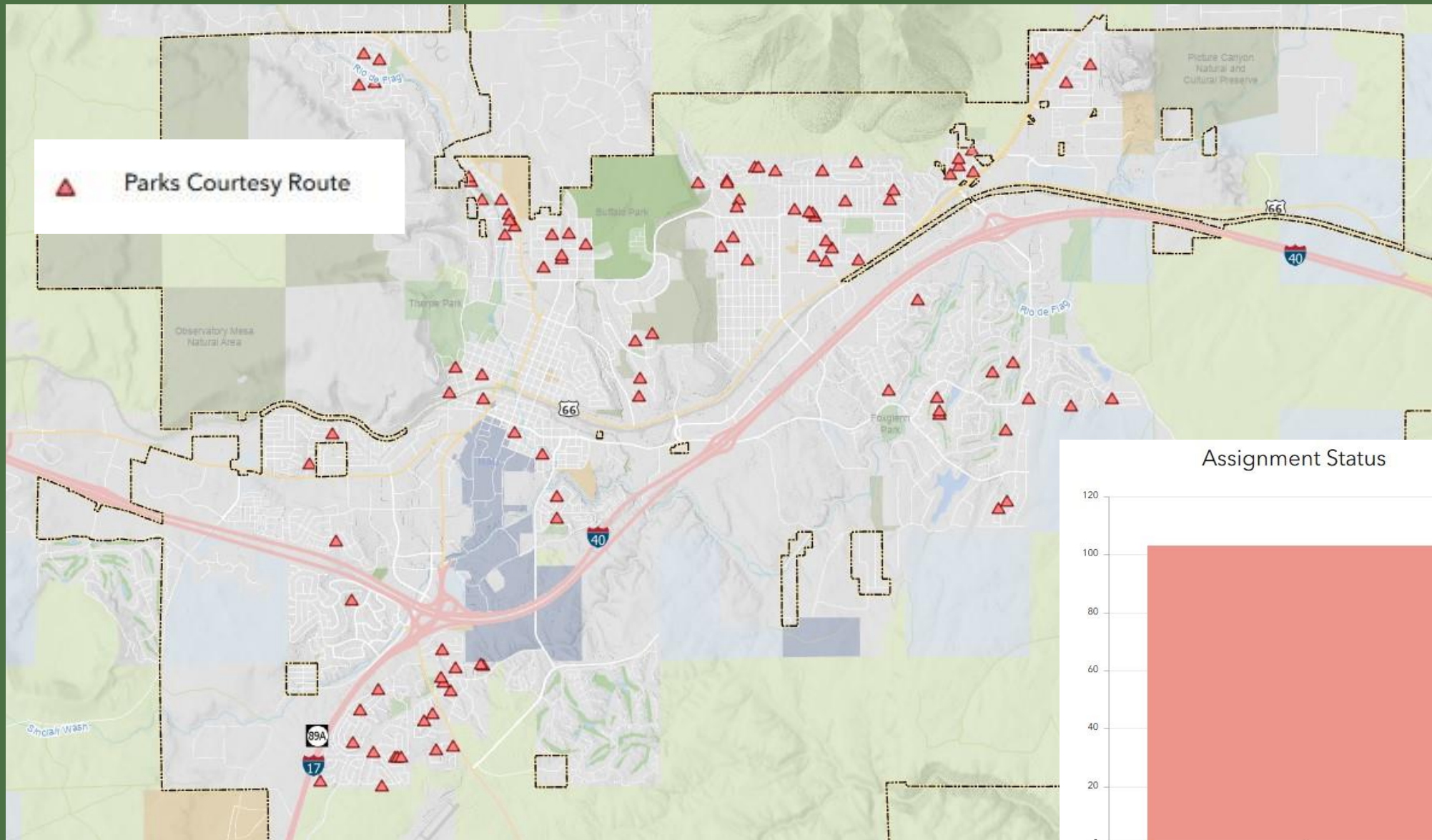
- Total PROSE Assignments
- Highest Priority
- Medium Priority
- Courtesy Berm Relocation



Parks Snow Assignments



Parks Courtesy Berm Relocation Assignments



Snow Hero Program

Program Overview

- Compliment existing programs and initiatives
- Connect neighbors with neighbors
- Increase neighborhood mobility
- Internal collaborations
- Program eligibility



Photo Credit: Jake Bacon

Be a Snow Hero

- Be 18 years or older or with the approval of a guardian.
- Provide your own snow removal equipment and transportation. Such as a shovel or snow blower.
- Assist within 48 hours of the most recent snowfall.

Request a Snow Hero:

- Live within city limits.
- Be 62 and older or have physical disability.
- Sign up at:
www.flagstaff.az.gov/4190/Snow-Hero-Program

Snow Hero Program

Pilot Year – How Did it Go?

1) Data

- 20 residents paired
- 40+ volunteers
- Nearly every neighborhood

2) Surveyed volunteers and resident

- Appreciation from residents
- Desire for increased service and consistency

Quotes from our survey

“Thank you for the Snow Heroes program. The 2-3 people who come to my house are incredible.”

“Knowing that I was helping someone that needed it.”

“...this program lets me help my neighbors & help solve the problem...”

Snow Hero Program

Year 2

- Expand eligibility
- Increase outreach
- Integrate with other operations
- Increase communication
- Tools and resources



Photo Credit: Jake Bacon

Snow Hero Program

Key Community Priorities

- Safe and Healthy Community
- Inclusive and Engaged Community
- Sustainable and Innovative Infrastructure
- Livable Community
- Environmental Stewardship
- Community Resilience
- Decreased Dependence on Cars

A graphic for the Snow Hero Program. It features a blue background with white text. The title "Snow Hero Program" is in large, bold, white letters. Below the title, there are two paragraphs of white text. To the right of the text is a circular illustration of a grey squirrel wearing a red beanie and a yellow and red striped scarf, using a shovel to clear snow. At the bottom, the text "See back for details." is followed by a white arrow pointing to the right.

Snow Hero Program

The City of Flagstaff is piloting a new program to assist community members with clearing snow and ice from sidewalks.

The program pairs residents with caring community members, who can assist during the winter months.

See back for details. →

Recap of Programs

Berm Relocation

- PROSE offers this service
- Relocate snow berm created in right of way
- Occurs after plowing operations complete
- Requirements
 - Permanent or temporary medical condition
 - Formal application (certified by medical staff)

Snow Hero

- Neighbors helping neighbors
- Sidewalk focus
- Requirements
 - Age or medical condition
 - Lack of alternative resources
 - City limits
 - Sign-up form
- Service depends on Snow Hero availability

Program Contacts

Berm Relocation

- www.flagstaff.az.gov/4679/Snow-Berm-Relocation-Assistance
- proseinquiry@flagstaffaz.gov
- 928.213.2300

Snow Hero

- www.flagstaffaz.gov/4910/Snow-Hero-Program
- Steven.Thompson@flagstaffaz.gov
- 928.213.2144